



ACTIVE COMMUNITY GROUP

Approved HCP and CHSP Provider



ACG Home Care Services Your Trusted Choice

In today’s world, choosing a reliable home care service provider for seniors is of utmost importance. ACG Home Care Services is renowned for its dependability, integrity, and exceptional service quality, making it the top choice for countless families. We are dedicated to offering professional and compassionate care for seniors while addressing each client's needs with sincerity and attentiveness.



**Government Certified
Fully Compliant**

ACG Home Care Services is a government-certified and fully licensed professional institution. All our services adhere to industry standards and regulatory requirements, giving you complete peace of mind when you choose us.



**Integrity-Driven,
Community-Endorsed**

Integrity lies at the heart of everything we do. Over the years, we have built long-lasting trust with our clients by maintaining transparency and honesty in all our interactions. Our reputation is built on word-of-mouth recommendations, earning unwavering support from local families and communities.



**Fair Pricing,
Superior Quality**

We understand the importance of balancing quality and affordability. At ACG, we are committed to delivering high-quality services at competitive and transparent prices. Unlike many others in the industry, we go the extra mile to refine every detail of our offerings, ensuring clients receive exceptional value for their money.

Our Differentiated Advantages

While there are many home care service providers in the market, ACG stands out with its commitment to ethical care and unparalleled excellence. Our core strengths include:

- Government Certified, Fully Compliant: Trustworthy and law-abiding operations.
- Integrity-Driven, Community-Endorsed: Proven reliability and client satisfaction.
- Fair Pricing, Superior Quality: Affordable yet premium care tailored to your needs.

Choosing ACG Means Choosing Peace of Mind

At ACG Home Care Services, we are more than just a care provider—we are a trusted partner in the lives of seniors and their families. By choosing us, you benefit from our government accreditation, integrity-driven practices, fair pricing, and exceptional reputation, ensuring complete confidence in the care you receive.

Let ACG be the reliable companion you and your loved ones can trust. Together, we will create a secure, happy, and fulfilling retirement journey.

ACG Home Care Services: Compassion and care, always by your side.

Do you need to pay the income tested care fee (ITCF)?



If clients need to pay income tested care fees, they must pay them in full as required on the bill and before the payment due date.

Failure to do so will create outstanding **debts**. If you have questions about this fee, please contact your Care Manager as soon as possible.

Commonwealth Home Support Programme (CHSP)



Good News!

We are now officially licensed by the government to provide CHSP services for seniors in the Melbourne East suburban areas. The Commonwealth Home Support Programme (CHSP) is a foundational initiative by the Australian Government, designed to help seniors maintain their independence at home and stay connected within their communities. This program offers flexible and affordable support for individuals aged 65 and older, providing light or short-term assistance to address age-related or health challenges, while also promoting social engagement and overall well-being.

Who Can Benefit from CHSP?

If you find daily activities increasingly challenging but wish to remain independent, CHSP is an excellent option. To access CHSP services, participants must undergo an assessment through My Aged Care to determine the appropriate type and frequency of support.

CHSP is a community-focused program that provides practical assistance, enabling seniors to continue enjoying their familiar lifestyle.

Our CHSP Services



Home Support Services

Household cleaning
Laundry services



Transport Assistance

Transportation to medical appointments
Assistance with shopping or attending community activities

i-Visit Assistive Technology Program



Stay Connected, Supported, and Engaged Anytime, Anywhere with i-Visit

As society ages, supporting seniors in maintaining cognitive health has become increasingly important. Advances in technology, such as user-friendly devices like iPads, offer new ways to improve cognitive abilities. This program uses assistive technology to enhance memory, focus, and problem-solving skills while boosting confidence and overall quality of life.

Program Objectives

For more information or to enroll, please contact your care manager.

1. Enhance Cognitive Function: Stimulate the brain and slow cognitive decline through specialized apps and activities.
2. Enrich Daily Life: Use iPads to watch videos, read e-books, attend online classes, or manage health (e.g., track blood pressure, access health information).
3. Develop Digital Skills: Teach seniors to use iPads, enabling them to enjoy the benefits of modern technology.
4. Promote Social Connection: Use communication features to stay connected with family and friends, reducing loneliness.

Training and Guidance

- Personalized Support: At least 2 hours of one-on-one technical assistance for device setup and usage.
- Occupational Therapist Assessment: Arranged by your care manager to ensure suitability and tailored recommendations.

Cabcharge Card Fee Adjustment Notice

Following Cabcharge's fee adjustments, we have implemented the following charging arrangements:

1. New Card Fee - \$20

2. Replacement Card Fee - \$50

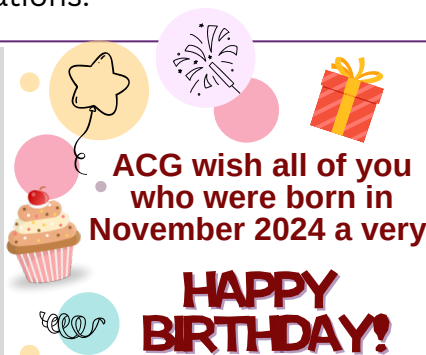


An additional \$10 postage fee will apply for mailing the card to your home via registered post. All charges will be reflected in your monthly statement.

Deadline for submission of invoices

**09/12 & 23/12/2024
Before 12 PM**

Please send all your invoices to your Care Manager directly



**ACG wish all of you
who were born in
November 2024 a very**

**HAPPY
BIRTHDAY!**